Exhibit 2.14.2-2. Priority Code Table

(Priority Code Acronyms Table is provided below charts)

Priority	Definition	Response Levels

1	**Severe Mission Critical Work Stoppage. Impact on vital IRS Customer Commitments of National or area-wide scope, affecting 20 or more users. Immediate action required. The following list is not all inclusive:**
	• **Real-time Unavailable**
	  • **CFOL**
	  • **IDRS**
	  • **ICS**
	  • **ACS**
	• **Critical Tax Processing System Examples:**
	  • **IDRS**
	  • **CFOL**
	  • **ISRP**
	  • **SCRIPS**
	  • **ACS**
	  • **RICS**
	  • **ICS**
	  • **ELF**
	• **Critical Administrative Systems**
	• **Communication Voice/Data Outage**
	• **Power Outage**
	• **Hardware Problem**
	• **Software Problem**
	• **ITAMS Service Center Unavailable**
	• **VMS Node Down**
	• **ACD outage**
	• **Email**
		Assignment of ticket
		• **No Later Than 30 minutes**
		
		Updates through Problem Resolution
		• **Hourly**
		
		Target Resolution Time = Within 4 hours

2	**Potential work Stoppage. Could have a direct impact on the service to taxpayers or if it's scope is multi-user and there is no work-around. Could lead to severe mission critical work stoppage if actions are not taken to resolve problem.** • **National Standard Applications down** • **Network device unavailable affecting multiple customers** • **Services/traffic on redundant equipment; hardware, communication equipment**	**Assignment of ticket** • **No Later Than 1 hour** Updates through Problem Resolution • **No Later Than 2 hour** **Target Resolution Time = Within 8 hours (I day)**
3	**Work stoppage for one customer with no work around.** • **Password resets/unlocks** • **Printer problems** • **Desktop**	**Assignment of ticket** • **No Later Than 1 Hour** **Updates through Problem Resolution** • **No Later Than 4 hours** **Target Resolution Time = Within 24 hours (3 days)**
4	**Non-Critical problems where it is not a work stoppage and there is a workaround** • **Capability to route prints to an alternate printer** • **Capability to use an alternate PC**	**Assignment of ticket** • **No Later Than 2 hours** **Updates through Problem Resolution** • **No Later Than 3**

	• Can accomplish other tasks	**working business days** **Target Resolution Time = Within 32 hours** **(4 days)**
5	**Requests for non-production related services** • **Moves/Adds/Changes**	**Assignment of ticket** ▪ **No Later Than 2 hours** **Updates through Problem Resolution** • **No Later Than 5 working business days** **Target Resolution Time = Within 160 hours** **(20 days)**

Exhibit 2.14.2-3. Service Request Priority Definitions

Priority	Definition	Response Level
R1	Immediate response and action required. Assigned to all requests that severely impact Services provided (e.g. Notice hold Requests).	Response required within 1-24 hours.
R2	CC Support is required.	Acknowledgment of receipt and update status required within 1-3 days
R3	Request can be resolved by local IT staff without CC support and may severely impact services	Acknowledgment of receipt and update status required within 1-24 hours.
R4	Request can be resolved by local IT staff without CC support	Acknowledgment of receipt and update status required within 1-3 days.
R5	Request will be addressed as time and resources allow.	

Information presented in these attachments represents the best information available at this time. Standards are subject to change depending on the final scope of work and the interaction between IRS and service provider responsibilities.

Priority Code Table Acronyms

CFOL-Corporate Files on Line

IDRS-Integrated Data Retrieval System

ICS -Integrated Collection System

ACS –Automated Collection System

ISRP-Integrated Submission & Remittance Processing (system)

SCRIPS-Service Center Recognition/Image Processing System

RICS-Return Information Control System

ELF–Electronic Filing System

ITAMS-Information Technology and Asset Management System

VMS–Voice Mail System

ACD-Automatic Call Distributor